

Serco wins contract for DWP Functional Assessment Services in south-west of UK with value of £350m

3 years ago



Serco brings together the right people, the right technology and the right partners to create innovative solutions that make a positive impact and address some of the most urgent and complex challenges facing governments.

Building on our platform in Citizen Services, we are pleased to announce today that Serco has been selected by the Department for Work and Pensions (DWP), following a competitive process, to deliver the new Functional Assessment Services (FAS) in the south-west of England. The five-year contract starts in September 2024 and, subject to workload volumes, is expected to have a value of around £350m.

Serco will be responsible for delivering functional health assessments for the DWP to determine disability benefits and support. The new FAS contracts will be based around a single assessment provider for all services in a geographical area, replacing the current multi-provider model that has separate contracts to undertake assessments for Personal Independent Payment (PIP) and Health and Disability Assessment Services (HDAS).

To deliver these services, Serco will make use of our knowledge and capabilities supporting the DWP and partner with existing supply chain providers in the region. We will also draw on our international expertise in this area of work, including managing a large workforce of health professionals in support of the Australian Defence Force, delivering the National Disability Enquiry Service in Australia, and supporting eligibility determinations for citizens in the US under the country's Affordable Care Act.

Mark Irwin, Serco Group Chief Executive said: “We are pleased the DWP has selected Serco to deliver these important services under one of the FAS regional contracts. We will focus on ensuring all claimants are treated with care and respect and our employees are fully supported and trained to provide high quality and consistent health assessments. To deliver this new area of work for Serco, we will draw on our extensive experience supporting and delivering important health programmes around the world and build on our value-based relationship with the DWP to ensure we become a true Impact Partner to the department”.